



February 2020

Terms and Conditions of the Free Visit Scheme

- 1) The Tyrrells Equine Clinic free visit scheme applies to specific yards only, the list of these yards is held in the office at Tyrrells Equine. Yards with more than 5 horses can apply to be on the list by contacting the office 01763 287744.
- 2) The free visit scheme allocates yards a day of the week on which the free visit scheme applies according to area. A list of the areas/days is attached.
- 3) Appointments wishing to qualify for the free visit scheme should be booked by 1pm on the preceding day.
- 4) Appointments made as part of the free visit scheme will be allocated to a vet chosen by Tyrrells Equine. All vets at Tyrrells Equine are equine only and experienced in all aspects of veterinary care.
- 5) The free visit scheme applies to –
 - Vaccinations
 - Routine dental work
 - Microchipping and Passports
 - Health examinations for prescription checks/ACTH Bloods
 - Initial examinations
 - Dectomax injections
 - Cartrophen injections
 - Omprezole injections

In order to provide veterinary continuity and thereby the best care for your horse repeat examinations and treatments for conditions will not be eligible for the free visit scheme.

- 6) Payment is required on the day of the appointment or at the time of booking. Payment can be made by card over the phone, or by giving a cheque or cash to the vet. Should payment not be made on the day of the appointment or when booking the appointment a visit charge will be added to your bill.
- 7) A minimum charge of £25 applies which can include purchases from our shop.
- 8) Please call at 9am on the morning of the appointment to find out your allocated time slot. The vets will take the most geographically efficient route and you should therefore make yourself available for the whole day. In the case that your appointment is scheduled for first call (between 9 and 10am) you will be telephoned the day prior to the appointment to be made aware of this. Emergency calls always take priority and in the event of an emergency your time slot may be altered.

- 9) The free visit scheme does not include appointments booked on the day, emergency work or appointments requiring a certain time(s) or particular vet.
- 10) Re-exams are not included in the free visit scheme unless we are visiting the yard already for a routine appointment.
- 11) If the treating vet visits your premises at the given time slot and no one is available, you will incur a visit charge
- 12) The horse or pony should be caught and ready when the treating vet arrives.
- 13) Clients with an outstanding account (not including those with an insurance claim being processed) are not eligible for the free visit scheme until the account is paid unless previously authorised by the directors.
- 14) Free visit appointments are subject to availability and will be allocated on a first come first served basis. Please book early to avoid disappointment.
- 15) Public holidays are not included in the free visit scheme.
- 16) We reserve the right to alter the free visit scheme

Yards on the Free Visit Scheme are allocated to a day of the week as follows –

Monday – Yards to the west of the A1(M) including yards in Shefford, Henlow, Letchworth, Hitchin and Welwyn.

Tuesday – Yards south of the A505 and north of the A120 including yards in Stevenage and Buntingford.

Wednesday – Yards north of the A505 including yards in Gamlingay, Biggleswade and Melbourn.

Thursday – Yards south of the A120 including yards in Ware, Harlow, Hatfield, Waltham Abbey and Chigwell.

Friday – Yards east of the M11 including yards in Haverhill, Saffron Walden and Great Dunmow

If you have any further questions or would like to book an appointment please contact the office on 01763 287744 /office@tyrrellsequine.co.uk